

WORLD'S FIRST VEGAN PREPAID CARD



FAQ

WWW.VEGANNECTION.COM

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1. GENERAL

What is Vegannnection?

Vegannnection is the world's first and only 100% vegan payment card. Thanks to its cashback and charity program, Vegannnection card saves your money, saves the animals and saves the planet.

Why Vegannnection?

To make the vegan shopping experience better and more economic, to bring veganism closer to those who are not yet vegan, to further connect vegans, to support 100% vegan businesses and, to make a small difference towards saving the planet.

What makes the Vegannnection card eco-friendly?

The fact that it is virtual means it does not involve the production, shipping and delivery of plastic cards, all the while being 100% vegan.

What makes the Vegannnection card 100% vegan?

Considering the Vegannnection card can only be used in our partner companies which are 100% vegan, together with the fact our clients don't have the option to withdraw cash via ATMs nor any other way, there is no doubt that the Vegannnection card is 100% vegan.

Does Vegannnection directly help animals?

Vegannnection has its own charity program which means that clients are not only using Vegannnection for their own benefits and to support veganism but by using it, they are also contributing to the greater cause of helping those who need help the most.

2. ABOUT OUR PARTNERS

Where are Vegannexion partners located?

Vegannexion started with UK-based partners, more precisely from London. However, we are already working on taking Vegannexion to other countries, both in Europe and beyond.

Can we, the customers, suggest partners to Vegannexion?

Of course! Every suggestion is welcome. The only condition is that the brand is 100% vegan.

Can a Vegannexion partner be an online store?

Yes it can.

Is there any point in signing up if there are no Vegannexion partners in my area?

Absolutely! You can enjoy shopping at our online partners and always when you travel to an area where Vegannexion has physical partners. With only signing up, you will motivate us to partner up with 100% vegan establishments in your area as soon as possible.

What about the places where there are no 100% vegan establishments?

It is hard for us to imagine a single place in the world without a fruit store, a florist, etc.

3. GETTING THE CARD

How much does it cost me to use the Vegannnection card?

The Vegannnection card is 100% free. There are no set up fees, no monthly fees, no money transfer fees, no transaction fees and no renewal nor any other fees!

Do I have to be vegan to have the Vegannnection card?

No you don't. But you can use it to buy only vegan products.

How can I get my Vegannnection card?

Just sign up via our website for your virtual Vegannnection card that you can access at any moment through your Vegannnection Profile.

Can I get my Vegannnection card regardless of where I live?

Anyone in the world can have a Vegannnection card, but it can only be used in our partner stores.

What are the conditions for using the Vegannnection card?

You just have to be a legally competent adult with a valid mobile telephone number. No proof of income is needed, there is no credit check, nor it is required to have a bank account.

Can a cardholder be an association?

Of course! An association can obtain extra monthly income if their followers *vegannnect* with them. That way, the association will get 0,5% of all of their purchases.

4. LOADING THE CARD

How can I load my Vegannection card?

You can load your card via online bank transfer, indicating your mobile phone number in the reference.

After I load the card, how long before the money is available in my balance?

UK Faster Payments will normally arrive in your account in less than 3 hours. UK BACS Payments will arrive in your account within 3 business days.

Where can I find the bank details to make the online bank transfer?

Go to your Profile, and click the 'Load your card' button for all the information you need to make the transfer.

Where can I check my card balance?

On your Profile.

Can someone else load my card?

Yes, just give them Vegannection's bank details and tell them to put your mobile phone number in the reference.

Do I need my mobile phone on me to load the Vegannection card? No.

Can I get my money back at any moment?

Yes. In case you no longer want to be a Vegannection user, we will transfer the money on your card to the bank account you provide to us. The rewards you gained cannot be withdrawn, only spent in our partner businesses.

5. MAKING PAYMENTS

Where can I pay with the Vegannection card?

In all Vegannection partner businesses.

How do I pay with the Vegannection card?

You just need to type in your mobile phone number into the cashier's device and then confirm the payment inside your Vegannection Profile. If you're making an online purchase, you just need to type in your mobile phone number and then either your password or SMS/mail verification code.

Do I need to have my mobile phone on me to pay with the Vegannection card?

Yes, because you need to confirm the payment inside your Vegannection Profile, and for online payments you will receive the verification code via SMS.

6. CREDIT TRANSFER

Can I transfer the credits from my Vegannection card to another Vegannection card?

Yes you can. You can access this feature in your Profile.

How much does it cost to transfer credit between Vegannection cards?

It's free!

How long does it take to make the transfer?

It is instantaneous.

7. CASHBACK AND CHARITY PROGRAM

What are the benefits Vegannection provides its clients?

Other than knowing that their purchases are not supporting, in any way, non-vegan products, services and companies, Vegannection's clients receive a 2% cashback reward on ALL of their purchases made with the Vegannection card and 0,5% of ALL their purchases goes to the vegan cause of their choice.

How do I choose the vegan cause that I want to help?

Each of our cardholders can choose a beneficiary that receives 0.5% of all their purchases. The beneficiary can be a vegan non-profit organization or vegan activist. The 0.5% will be donated to the selected beneficiary in the form of donations.

What if I want to change the beneficiary?

You can always change, delete or add your beneficiary. You just need to go to your Profile settings and edit it. There are no restrictions.

Is using Cashback rewards conditioned in any way?

There are no spending requirements. No matter where our clients do their shopping and no matter what items they buy or how much money they spend, as long as they shop in our partner businesses, they will get their 2% cashback. As soon as they accumulate £5 in cashback rewards, they can spend them in whatever partner store they want, to buy whatever they want, whenever they want.

When will my rewards be added to my card balance?

As soon as you get £5 in cashback rewards, it will appear automatically in your card balance.